IN THE CLAIMS:

1. (currently amended) A method of reporting data related to an event comprising the steps of:

matching data elements from multiple systems in an integrated <u>information technology</u> services system, wherein each of said multiple systems has a unique identifier within said integrated services system;

categorizing said matched data elements to create standard tables that contain information to be used to monitor and measure provided integrated services <u>provided by the multiple systems to a user of the integrated information technology services system</u>; and

generating an integrated services <u>a</u> report from said standard tables <u>that integrates and shows the performance and activities of the multiple systems</u> , said generated integrated services report including real time information.

2. (currently amended) A method of reporting data related to information technology services <u>provided by multiple distinct host systems to a customer of the services</u>, comprising the steps of:

categorizing incidents reported to a service desk <u>by the customer</u>, each incident being categorized by a respective host system <u>to which the incident relates</u>;

using a bridge to map <u>mapping</u> data from other host systems, said mapped data being related to said categorized incidents and<u>associated</u> financial information;

utilizing said mapped data to further categorize and resolve said incidents;

generating reports based on said mapped data <u>and said utilizing step</u> related to said categorized and/or resolved incidents, said generated report <u>reports integrating and showing the performance and activities of the host systems,</u> including real time information; and

<u>developing</u> integrating said reports into continuous information technology services improvement programs <u>from said reports</u>.

3. (previously presented) The method of reporting data of claim 2, wherein said reports provide information associated with the costs of fixing an information technology services problem related to at least a subset of said reported incidents.

4 – 15 (canceled)

16. (previously presented) The method of reporting of claim 1, wherein said multiple systems are host systems comprising a help desk system, a dispatch/logistics/invoicing system, a financial system and a data warehousing system.

17. (previously presented) The method of reporting of claim 16, wherein said host systems further comprise a password reset system, an acquisition data processing system, a network management system, a knowledge base system and an asset tracking system.

18. (previously presented) The method of reporting of claim 1, wherein data from said multiple systems are tied together in a warehousing system.

19. (currently amended) The method of reporting of claim 18, wherein said unique identifier relates identifiers relate different data associated with a specific customer user.

20. (currently amended) The method of reporting of claim 18, wherein said categorizing step is implemented by said warehousing system categorizes said matched data elements.

21. (currently amended) The method of reporting of claim 20, wherein said generating step is implemented by said warehousing system generates said integrated services report, said and the method further comprising comprises the step of improving said monitored integrated provided services responsive to said information contained in said standard tables in said generated integrated services said report.

22. (previously presented) The method of reporting of claim 31, wherein said real time information is information less than 1 minute old and comprises data identified for operational management and monitoring of a critical business function.

23. (currently amended) The method of reporting of claim 31, wherein said generated integrated services report further includes near real time information, said near real time information being information less than one hour old and comprises data from transactions concluded by said multiple systems within the last hour.

24. (previously presented) The method of reporting of claim 2, wherein said host systems comprise a help desk system, a dispatch/logistics/invoicing system, a financial system and a data warehousing system.

25. (previously presented) The method of reporting of claim 24, wherein said host systems further comprise a password reset system, an acquisition data processing system, a network management system, a knowledge base system and an asset tracking system.

26. (currently amended) The method of reporting of claim 2, wherein the mapping and utilizing steps are implemented by a warehousing system maps said data and further categorizes and resolves said incidents.

27. (previously presented) The method of reporting of claim 26, wherein said warehousing system further relates different data associated with a specific customer.

28. (currently amended) The method of reporting of claim 32, wherein the generating step is implemented by said warehousing system generates said reports and said real time information in said reports is information less than 1 minute old and comprises data identified for operational management and monitoring of a critical business function.

29. (currently amended) The method of reporting of claim 30, wherein said warehousing system further includes daily information in said generated reports, said daily information in said reports being collected, extracted and calculated daily.

30. (currently amended) The method of reporting of claim 28, wherein said warehousing system further includes near real time information in said generated

reports, said near real time information in said reports being information less than one hour old and comprising data from transactions concluded by said host systems within the last hour.

31. (currently amended) The method of reporting of claim 1, wherein said generated integrated services report provides a measure of an integrated a service being provided, expressing levels of service achieved, key performance indicators, and transaction volumes during a defined period of said event.

32. (currently amended) The method of reporting data of claim 26, wherein said reports provide a measure of an integrated a service being provided, expressing levels of service achieved, key performance indicators, and transaction volumes during a defined period.

33. (New) A method of providing information technology services to a customer, comprising the steps of:

collecting operational data from different support applications that form part of the information technology services provided to the customer;

categorizing the data to form relationships between the data from the different support applications;

integrating the categorized data to uniformly organize the data; and

deriving, from the integrated data, and presenting operational characteristics of the information technology services being provided to the customer.

34. (New) The method of claim 33, wherein each different support application is assigned a unique identifying code to be used in the categorizing step.

35. (New) The method of claim 33, wherein the step of integrating comprises creating standard tables of information to be used in the deriving step.

36. (New) The method of claim 33, wherein each different support application is assigned a unique identifying code to limit the type of data to be used in the integrating and deriving steps.